

Building San Antonio

City of San Antonio Development Services Department

DEVELOPMENT SERVICES IMPROVEMENT ADVISORY TASKFORCE FACT SHEET

City Manager Sheryl Sculley created the Development Services Improvement Advisory Taskforce the Summer of 2006 in an effort to identify opportunities to reduce permit cycle time, ensure consistency and quality of plan reviews and inspections, and address and enhance customer service philosophy while achieving the diverse goals of economic development, building safety, and quality of life.

The charge of the Development Services Improvement Advisory Taskforce was to work in an advisory capacity with City Management and Department leadership to review and provide feedback on the following:

1. Workflow processes and overall development review procedures and business practices;
2. Quality assurance programs to ensure consistent code interpretations; and
3. Training programs that will result in cultural change from regulator to facilitator.

Through the leadership of Chairman Ed Kelley and the ten Committee members, the Taskforce recommended several changes to the Department. Outlined below are a few of the Development Services Department's accomplishments to date as a result of the Taskforce's recommendations.

- Hired a Manager of Training to oversee and identify all of the Departments training needs and ensure consistency among training.
- Established the San Antonio Building Codes Academy (SABCA). SABCA seminars were held in October, January, and May. SABCA provides new inspectors with the knowledge necessary to enforce all building related codes. The Department goal is to provide 10 training days a year.
- Added 15 new inspector positions. This improvement has allowed the Department to achieve its goal of performing 95% of all inspections as scheduled.
- Developed educational materials informing consumers of their responsibilities during the inspection process.
- Established a policy regarding not re-inspecting previously approved work.

-more-

Development Services Improvement Advisory Taskforce
Fact Sheet
Page 2

- Creating an inspector hand book to include standard operating procedures, trade specific information, information bulletins, and written code interpretations. This will assist in ensuring all inspections are performed in a consistent manner.
- Implemented several customer service and employee morale initiatives. Customer service enhancements include customer service training, the expansion of our hours of operation to include Saturdays, designation of thirty-eight additional parking spaces for visitors, lowering the telephone call abandonment rate and the implementation of the Secret Shopper Program that identified areas in need of improvement.
- Configuring Hansen software to integrate all reviewing agencies, i.e. CPS and SAWS. To date, zoning has been integrated. Currently working on the Subdivision integration. Target date is Spring 2008.
- Executed a contract with Zucker Systems to perform a workflow study for the Development Services Department. The study will review and provide recommendations for the following: current workflows, organization structure, staffing, and service delivery of each division within Development Services Department. The final report will be available in Fall of 2007.
- The FY 2008 Proposed Budget includes a Super Case Manager position which is a single team approach to take ownership of the entire plat process.
- Fostered interagency coordination, cooperation, reduction of redundancy, and training to improve efficiency and consistency.
- Provided SAWS and CPS staff training on the plat tracking system.
- The City and other certifying agencies have committed to a new cycle time goal of 35 days includes re-submittals.
- Starting September 4, 2007, reviewing agency staff will be located at the Cliff Morton Development and Business Services Building every Tuesday between 1:00 and 4:30.
- Working with Bexar County to eliminate duplication of plan reviews between the City and the County.

For a complete list of the Taskforce recommendations and the Development Services Department's action to date, please visit www.sanantonio.gov/dsd/.

For more information, please contact Rod Sanchez, Director of Development Services, at (210) 207-7905 or roderick.sanchez@sanantonio.gov.

Special Thanks to Ed Kelley and the following Committee Members: George Gitcho, Gene Dawson Jr., Brenda Kelly Rowe, Lane Mitchell, Darryl Byrd, Steve Hanan, Susan Wright, Tim Handren, Henry Avila, and Virginia Nicholas.

-end-